

Job Description

Role Title:	Executive Head Chef
School / Dept:	Estates and Facilities Services
Reference:	MPF4448
Grade:	Grade 7
Full or Part time:	Full-time
Hours:	1 FTE
Reports to:	Head of Food and Drink

Overview

The Campus Experience department is a strategic and outward looking department overseeing the delivery of the Commercial Services, which comprises:

- Catering, Retail and Hospitality
- Car Parking
- Conferences
- Residential Services
- Sports Centre
- Nursery
- Campus Events

The department has only come together within the last 18 months and is embarking on an exciting chapter to change the way food and drink is provided on and off campus to all its customers and the creation of multi-use spaces.

The role-holder must demonstrate first-class catering and customer service skills, time management and organisational abilities, together with a high level of self-motivation and a commitment to working as part of a team and independently with equal ease.

The Executive Head Chef will proactively support key projects, packages of work and business support services, working to briefs provided by the head of food and drink as well as supporting the development of business and improvement plans within the business functions.

The post holder will lead and direct the provision of all commercial catering and retail services for the campus community and visitors at our Peel, Fredrick Road and Media City Campus.

Please read the candidate guidance at the end of this document.

Role Purpose

The role of the Executive Head Chef is a member of the senior management team of Food & Drink and is responsible for leading the operational management of all university kitchens provisions and continuous development of the offering.

Under the guidance of the Head of Food & Drink, the role holder is responsible for implementing their culinary mark and managing the day-to-day delivery and continuous development of the food and catering provisions across multiple business units across 3 campuses.

Putting the staff, customers, and culture of continuous improvement at the centre of what we do, the role holder will contribute to the strategic direction of the service and be accountable for the operational planning, profit and loss and management of all the catering portfolio.

The Executive Head Chef will be responsible for achieving financial targets and pro-actively contribute to forecasting, business planning and budgeting in conjunction with the Head of Food & Drink. The post holder will also manage and develop processes and procedures whilst developing a large diverse team and all relevant resources required to ensure consistent service delivery.

Key to the role will be driving key partnerships with critical partners, developing strong working relationships with colleagues across the University, The Students Union, the local and national community.

Principal Duties & Responsibilities

- To champion high quality service standards and embed standard specification across all catering and hospitality service areas.
- Manage all aspects of food service delivery across multiple outlets including breakfast, multi counter offering, evening catering and hospitality for large events through to bespoke VIP events.
- To lead and direct a range of initiatives both commercial and non-commercial which enhance the customer experience and food offering across all campus.
- To produce innovative menus and recipes considering a variety of budgets, seasonality, ethical, religious and health dietary requirements and a focus on fresh local produce where possible.

- Develop recipes, menus and VIP bespoke menus' which are costed to meet GP % targets, food costs, key performance indicators and budgetary targets.
- To ensure a wide range and variety of services offering high quality, good value services at the time and location to suit the needs of students, staff, and wider community.
- Directly manage and develop direct reports and wider kitchen team within budget whilst stepping in when required.
- To lead continuous improvement, creativity, and innovation in the delivery of services and keep teams updated on market trends and best practice, in turn driving revenue.
- Manage financial operating performance with a budget turnover in excess of £2 million.
- To achieve or exceed revenue targets and manage costs in line with budgets, and accountable for accurate income, expenditure and budgetary information and reconciliation to month/year end stocktakes and valuations.
- To monitor the profit and loss reports weekly and monthly to be reactive to any adverse impacts on targets to include GP review, price reviews, staff costs and non-staff costs.
- To oversee efficient and effective control systems for purchasing, supply and stock management for all kitchen areas.
- To be responsible for and ensuring effective ordering, receipt, safe storage, and stock rotation of commodities including food, disposables and light kitchen equipment using the company procurement route for all suppliers and goods.
- Maintain correct pricing through EPOS till systems, fully utilise management data and stock control systems, entering weekly data to drive efficiencies, plan monthly staff rotas and maximise profit.
- To produce weekly financial reports as agreed with Head of Food and Drink.
- To research, produce and analyse marketing and sales data, including benchmarking with other venues and universities and making recommendations for improvement.
- Responsible for developing processes to ensure all standards are met/delivered consistently in all areas across multiple units.

- Directly manage and implement the latest food safety procedures including up to date HACCAP, allergies, calorie labelling, food miles and H&S procedures and ensure policies are adhered to and all relevant staff training is up to date, including COSHH systems, and records are maintained for EHO and trading standards visits.
- To ensure due diligence in Health and Safety and food safety and champion staff wellbeing across all relevant areas within and outside the department.
- Ensure relevant marketing, signage, food displays and customer communication is current and effective supporting the front of house services in ensuring consistency with menus produce and advertisement to customers.
- Oversee the daily operations of kitchens to ensure high quality service delivery and customer satisfaction.
- Proactively engage with professional bodies, restaurants, and suppliers locally and nationally for research and development purposes, understanding trends drive menu development and self-development
- Research, develop, market, implement and monitor new and existing initiatives and promotions for students, staff, and visitors.
- To support the Head of Food & Drink in producing a 5-year business plan to drive revenue and facilities usage linked to key patterns and data.
- In partnership with Head of Food & Drink, develop a pricing structures and strategy bearing focus to different pricing for different customer groups and achieving the agreed profit levels throughout the year.
- To line manage direct reports and to lead the services teams, overseeing all HR processes, ensuring effective service delivery through management, support, development, and leadership.
- To champion the vision, values and behaviours and lead by example in personal actions, communications, and decisions at work.
- To support the University in its sustainability goals and achieve goals through recycling, minimise wastage, cost costs and use of best local produce where possible supporting the reduction in scope 3 measures.
- Contribute to the development of new concepts and refurbishments of areas relating to the post holders responsibility.

- Comply with the personal health and safety responsibilities specified in the University Health & Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

Qualifications

1. FE Hospitality/Catering qualifications or NVQ Level 3 professional cookery **(E), (A), (I)**
2. Professional/HE qualification in hospitality/catering management or equivalent relevant professional experience **(E), (A), (I)**
3. Advanced food hygiene certificate in last 3 years. **(E), (A), (I)**
4. First Aid trained. **(D), (A), (I)**

Background and Experience

5. Significant experience of working in a fast paced restaurant, catering environment **(E), (A), (I)**
6. A demonstrable commitment to providing excellent standards of customer service **(E), (A), (I)**
7. Demonstratable experience and ability to develop the business and drive revenue **(E), (A), (I)**
8. Proven experience of managing a multi-site operation **(E), (A), (I)**
9. Extensive experience of effectively leading, managing and motivating a large team of kitchen staff **(E), (A), (I)**
10. Experience in a HE/FE environment **(D), (A), (I)**
11. Experience of setting and successfully managing budgets in line with organisational procedures **(D), (A), (I)**

Knowledge

12. Excellent knowledge of relevant legislation e.g., food hygiene, health and safety and proven experience of ensuring compliance with legal requirements **(E), (A), (I)**
13. Experience of stock control procedures and software **(E), (A), (I)**
14. Latest trends within the HE/FE catering/hospitality market **(E), (A), (I)**
15. Knowledge of menu planning and costings within GP targets. **(E), (A), (I)**

Skills and Competencies

16. Excellent communication skills with the ability to present oral and written information clearly. **(E), (A), (I)**
17. Strong customer focus with a track recording in delivering outstanding customer service **(E), (A), (I)**
18. Excellent IT skills including the use of Microsoft Office to a high standard. **(E), (A), (I)**
19. Proven ability to work constructively as part of a team and on own initiative. **(E), (A), (I)**

- 20. Excellent interpersonal skills. **(E), (A), (I)**
- 21. Significant experience of prioritising a substantial workload and working accurately to deadlines in a pressurised environment **(E), (A), (I)**
- 22. A pleasant and efficient manner **(E), (A), (I)**
- 23. A reliable, conscientious, and professional approach **(E), (A), (I)**
- 24. Flexible and accommodating attitude to time keeping **(E), (A), (I)**

Details of any assessments required will be provided in the invitation to interview letter.

Within your supporting statement you should describe how your skills and experience match the criteria listed in the person specification. Please provide narrative to each of the key sections (Background & Experience, Knowledge, and Skills & Competencies).

Strong applications will demonstrate experience relevant to the essential and desirable criteria. You should aim to be as concise and succinct as possible when providing your narrative, as this will greatly assist the shortlisting panel in reviewing your application.